

Automobile
2012 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	44245	21st Century Assurance Company	8,885,520	4	2.51
2	34789	21st Century Centennial Insurance Company	7,851,593	1	0.71
3	14184	ACUITY, a Mutual Insurance Company	5,087,201	3	3.29
4	42609	Affirmative Insurance Company	8,092,471	6	4.14
5	11004	Alfa Specialty Insurance Corporation	1,670,991	3	10.03
6	12188	Alfa Vision Insurance Corporation	11,035,054	17	8.60
7	42579	Allied Property And Casualty Insurance Company	13,891,817	2	0.80
8	29688	Allstate Fire and Casualty Insurance Company	None	1	DNC
9	19240	Allstate Indemnity Company	13,357,997	5	2.09
10	19232	Allstate Insurance Company	42,017,654	9	1.20
11	17230	Allstate Property And Casualty Insurance Company	153,685,444	19	0.69
12	38156	Alpha Property And Casualty Insurance Company	977,592	1	DNC
13	10730	American Access Casualty Company	9,765,748	15	8.58
14	10111	American Bankers Insurance Company of Florida	860,990	2	DNC
15	19941	American Commerce Insurance Company	4,525,353	1	1.23
16	19275	American Family Mutual Insurance Company	119,954,292	14	0.65
17	10864	American Freedom Insurance Company	3,544,223	3	4.73
18	28401	American National Property And Casualty Company	6,134,171	2	1.82
19	42897	American Service Insurance Company	(153,255)	5	DNC
20	19283	American Standard Insurance Company of Wisconsin	12,002,531	2	0.93
21	19801	Argonaut Insurance Company	None	1	DNC
22	11558	AssuranceAmerica Insurance Company	1,800,469	1	3.10
23	18988	Auto-Owners Insurance Company	39,585,699	8	1.13
24	19658	Bristol West Insurance Company	20,157,533	4	1.11
25	10464	Canal Insurance Company	None	1	DNC
26	20176	Celina Mutual Insurance Company	6,031,577	1	0.93
27	20230	Central Mutual Insurance Company	8,247,774	1	0.68
28	10677	Cincinnati Insurance Company	33,518,235	2	0.33
29	31534	Citizens Insurance Company Of America	1,912,192	1	2.92
30	10395	Citizen's Insurance Company Of The Midwest	2,549,199	2	4.38
31	10071	Encompass Insurance Company of America	234,373	1	DNC
32	26263	Erie Insurance Company	2,961,004	1	1.89
33	26271	Erie Insurance Exchange	77,773,916	8	0.57
34	25712	Esurance Insurance Company	11,049,607	1	0.51
35	24201	Farmers Automobile Insurance Association	22,465,188	5	1.24
36	21873	Firemans Fund Insurance Company	592,931	1	DNC
37	10336	First Acceptance Insurance Company, Inc.	4,784,839	7	8.17
38	13587	First Chicago Insurance Company	5,071,978	5	5.50
39	33588	First Liberty Insurance Corporation	754,983	1	DNC
40	10859	First Nonprofit Insurance Company	None	1	DNC
41	14249	Founders Insurance Company	15,300,523	17	6.20
42	21253	Garrison Property & Casualty Insurance Company	6,375,280	2	1.75
43	41491	GEICO Casualty Company	34,351,754	9	1.46
44	35882	GEICO General Insurance Company	46,963,252	9	1.07
45	22055	GEICO Indemnity Company	31,732,369	8	1.41
46	24414	General Casualty Company of Wisconsin	None	1	DNC
47	22063	Government Employees Insurance Company	13,016,137	1	0.43
48	10322	Grange Indemnity Insurance Company	8,079,394	3	2.07
49	11371	Great West Casualty Company	None	1	DNC
50	15032	GuideOne Mutual Insurance Company	3,461,117	1	1.61
51	22292	Hanover Insurance Company	17,517,076	4	1.28

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52	14516	Harleysville Lake States Insurance Company	3,632,051	1	1.54
53	22357	Hartford Accident And Indemnity Company	2,424,270	1	2.30
54	19682	Hartford Fire Insurance Company	631	1	DNC
55	22756	Horace Mann Property & Casualty Insurance Company	3,297,834	2	3.39
56	21679	Illinois Farmers Insurance Company	59,950,935	10	0.93
57	22624	Indiana Farmers Mutual Insurance Company	54,910,385	6	0.61
58	22659	Indiana Insurance Company	41,076,209	15	2.04
59	38806	Insura Property And Casualty Insurance Company	None	2	DNC
60	10922	Insuremax Insurance Company	5,089,990	3	3.29
61	23035	Liberty Mutual Fire Insurance Company	29,323,973	3	0.57
62	33600	LM Insurance Corporation	625,632	1	DNC
63	33650	Mendota Insurance Company	225,042	1	DNC
64	23353	Meridian Security Insurance Company	6,706,556	1	0.83
65	34339	Metropolitan Group Property And Casualty Insurance Company	12,677,073	2	0.88
66	26298	Metropolitan Property And Casualty Insurance Company	14,655,689	5	1.91
67	21687	Mid-Century Insurance Company	1,003,933	1	5.56
68	14621	Motorists Mutual Insurance Company	9,380,406	1	0.60
69	11991	National Casualty Company	None	2	DNC
70	10243	National Continental Insurance Company	None	1	DNC
71	42447	National General Assurance Company	7,020,127	3	2.39
72	23728	National General Insurance Company	40,655	1	DNC
73	12068	National Guaranty Insurance Company	168,191	1	DNC
74	22608	National Specialty Insurance Company	None	1	DNC
75	20141	National Trust Insurance Company	None	1	DNC
76	23787	Nationwide Mutual Insurance Company	32,844,409	3	0.51
77	37877	Nationwide Property And Casualty Insurance Company	2,227,135	1	2.51
78	23248	Occidental Fire And Casualty Company Of North Carolina	None	1	DNC
79	39098	Omni Insurance Company	3,476,461	5	8.03
80	32700	Owners Insurance Company	29,031,314	1	0.19
81	24228	Pekin Insurance Company	2,334,337	1	2.39
82	37648	Permanent General Assurance Corporation	7,385,642	6	4.54
83	18058	Philadelphia Indemnity Insurance Company	754,817	2	DNC
84	24260	Progressive Casualty Insurance Company	248	1	DNC
85	44695	Progressive Paloverde Insurance	126,246,256	10	0.44
86	38784	Progressive Southeastern Insurance Company	122,435,560	16	0.73
87	32905	Property-Owners Insurance Company	None	1	DNC
88	31089	Repwest Insurance Company	None	1	DNC
89	43044	Response Insurance Company	1,059,156	2	10.54
90	25405	Safe Auto Insurance Company	24,206,516	11	2.54
91	39012	Safeco Insurance Company Of Illinois	20,818,402	4	1.07
92	11215	Safeco Insurance Company Of Indiana	704,043	2	DNC
93	22543	SECURA INSURANCE, A Mutual Company	77,751	1	DNC
94	12572	Selective Insurance Company Of America	None	1	DNC
95	19259	Selective Insurance Company Of South Carolina	12,855,990	1	0.43
96	25127	State Auto Property And Casualty Insurance Company	None	1	DNC
97	25135	State Automobile Mutual Insurance Company	8,618,763	1	0.65
98	25178	State Farm Mutual Automobile Insurance Company	652,103,132	64	0.55
99	13242	Titan Indemnity Company	1,898,026	1	2.94
100	28188	Travco Insurance Company	28,562,919	1	0.20
101	19046	Travelers Casualty Insurance Company Of America	None	1	DNC
102	25674	Travelers Property Casualty Company of America	None	1	DNC

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103	41211	Triton Insurance Company	None	1	DNC
104	27120	Trumbull Insurance Company	12,590,880	3	1.33
105	40118	Trustgard Insurance Company	16,314,641	3	1.03
106	10655	Unique Insurance Company	3,426,431	12	19.56
107	35319	United Automobile Insurance Company	1,605,196	4	13.91
108	24910	United Equitable Insurance Company	None	1	DNC
109	15288	United Farm Family Mutual Insurance Company	243,877,014	29	0.66
110	25941	United Services Automobile Association	25,760,374	3	0.65
111	25968	USAA Casualty Insurance Company	18,026,061	3	0.93
112	42889	Victoria Fire And Casualty Company	(30,995)	2	DNC
113	10105	Victoria Select Insurance Company	9,620,937	6	3.48
114	15350	West Bend Mutual Insurance Company	8,986,354	2	1.24
115	26131	Western Reserve Mutual Casualty Company	18,385,011	4	1.21
116	37770	Western United Insurance Company	31,707,956	4	0.70
117	24112	Westfield Insurance Company	7,194,970	1	0.78
118	24120	Westfield National Insurance Company	14,004,411	2	0.80
119	16535	Zurich American Insurance Company	None	3	DNC

Subtotal Premium and Complaints	2,580,795,486	514
120 Companies with Zero Complaints	<u>289,354,672</u>	
Total Premium and Complaints	2,870,150,158	514

Report does not include 120 companies with zero complaints.

DNC - did not calculate (premiums under \$1 million)

None - No premium was reported during 2012.

Premium information from Property & Casualty Annual Statement Page 19, Ln 19.1, 19.2 & 21.1, Col 1

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